

GOVERNMENT OF ANDHRA PRADESH  
ABSTRACT

Estt.,- G.A.D. - Governing for Results - Service Charters – Service Charter formulated in respect of General Administration Department – Orders – Issued.

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GENERAL ADMINISTRATION (OP.I) DEPARTMENT

G.O.Ms.No. 299

DATED: 09-06-2010.

Read the following :

1. Govt. U.O. Note No. 10402/GPM&AR/03-1, dt.31.1.2003.
2. From the DG&ED, CGG, Hyderabad Guidelines Dt.4.3.2003.
3. Govt. D.O.Lr.No. 36447/GPM&AR/05-4, Dt.19.4.2008.
4. Govt. U.O.Note.No. 36447/GPM&AR/05-5, Dt.19.4.2008.

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In the U.O.Note 4<sup>th</sup> read above, the G.A.(GPM&AR)Deptt., have stated that in the references 1<sup>st</sup> and 2<sup>nd</sup> read above Government have issued detailed instructions for implementation of “Service Charters” in respect of the Departments of Secretariat. In the reference 3<sup>rd</sup> read above it was also made clear that “SERVICE CHARTERS” to be formulated and implemented in respect of Secretariat Departments should cover details regarding the entire Department but not Secretary-wise or otherwise.

2. Accordingly, the consolidated “SERVICE CHARTER” in respect of General Administration Department is hereby formulated and appended as Annexure to this order.

3. This order is available on Internet and can be accessed at address <http://www.ap.gov.in/goir>.

(BY ORDER IN THE NAME OF GOVERNOR OF ANDHRA PRADESH)

R.M. GONELA,  
PRINCIPAL SECRETARY TO GOVERNMENT (POLL)

To  
All Sections in G.A. Department.  
All Junior/Senior Officers in G.A.D.  
All Departments in Secretariat  
All Heads of Departments.  
P.S. to Prl. Secy.(Poll.)  
Copy to P.S. to Spl.C.S.(GPM&AR), G.A.D.  
P.S. to C.S.  
Copy to A.P. Information Commission,  
HACA Bhavan, Nampally, Hyderabad.  
SF/SC.

// FORWARDED :: BY ORDER //

SECTION OFFICER

**ANNEXURE**  
**SERVICE CHARTER OF GENERAL ADMINISTRATION DEPARTMENT**  
**A.P.SECRETARIAT**

1. The department's functions are: - The business transacted by the Department is as specified in the Ist Schedule under Rule 4 of A.P. Business Rules and Secretariat Instructions notified in exercise of the powers conferred by clause 2 & 3 of Article 166 of the Constitution of India by the Governor of A.P.
2. The service delivery time frame for the service rendered by the G.A.Deptt., is given below:-

**i) CITIZEN RELATED:**

**G.A.(NRI)DEPARTMENT:-**

Authentication of Educational Certificates and Attestation of Marriage, Death and Birth Certificates		3 working days
Through Thatkal		Same day
Other than routine matters	Death cases addressed to respective Embassies under intimation to the applicant	3 working days
	Accident cases/Deportation/ repatriation Ex-gratia sanctioned to applicants Repatriation of illegal migrants	10 days

3. The name of the nodal officer in G.A.(NRI)Deptt., for service charter monitoring & information :-

Name	Designation	Phone No (Off)/(Residence)
Sri N.V. Ramana Reddy, IRPS.,	Special Secretary to Govt.,(Protocol)	23453151

**OTHER WINGS IN G.A. DEPARTMENT**

**II) REFERENCES/LETTERS FROM OTHER DEPARTMENTS (INTER-DEPARTMENTAL)**

a)	Routine matters	3 – days
b)	Other than routine matters	10 – days
c)	Service matters	5 – days

**III) INTRA-DEPARTMENTAL MATTERS (WITHIN DEPARTMENT)**

a)	Routine matters Eg. Leave, Postings etc.,	2 – days
b)	Other than routine matters Eg. Representations, Appeals, Vigilance	10 – days
c)	Service matters	5 – days

P.T.O.

-: 2 :-

4. The name of the nodal officer in the Department for service charter monitoring & information :-

Name	Designation	Phone No (Off)/(Residence)
Sri N.V. Ramana Reddy, IRPS.,	Special Secretary to Govt.,(Protocol)	23453151

5. Suggestions for improving this service charter are welcome and may be sent to :

Principal Secretary to Govt.,(Poll.), G.A.Dept.

R.M. GONELA,  
PRINCIPAL SECRETARY TO GOVERNMENT (POLL)

SECTION OFFICER